

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 12/27/2011

FORM APPROVED

OMB NO. 0938-0391

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 155620 | | X2) MULTIPLE CONSTRUCTION A. BUILDING 00 B. WING _____ | | X3) DATE SURVEY COMPLETED 12/07/2011 | |
| NAME OF PROVIDER OR SUPPLIER ZIONSVILLE MEADOWS | | | | STREET ADDRESS, CITY, STATE, ZIP CODE 675 S FORD RD ZIONSVILLE, IN46077 | | | |
| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) | | | ID PREFIX TAG | PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY) | | (X5) COMPLETION DATE |
| F0000 | <p>This visit was for the investigation of Complaint IN00100359.</p> <p>Complaint IN00100359 - Substantiated. Federal/State deficiencies related to the allegation are cited at F250, F411 and F412.</p> <p>Survey Date: December 7, 2011</p> <p>Facility Number: 000538 Provider Number: 155620 AIM Number: 100267290</p> <p>Survey Team: Linda Campbell, RN</p> <p>Census Bed Type: SNF/NF: 142 SNF: 16 Residential: 71 Total: 229</p> <p>Census Payor Type: Medicare: 25 Medicaid: 102 Other: 102 Total: 229</p> <p>Sample: 3</p> <p>These deficiencies also reflect state</p> | | | F0000 | | | |

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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| F0250 SS=D | <p>findings cited in accordance with 410 IAC 16.2.</p> <p>Quality review 12/09/11 by Suzanne Williams, RN</p> <p>The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident. Based on interview and record review, the facility failed to ensure medically related social services were provided to residents related to obtaining a dental appointment for 2 of 3 residents with dental problems in a sample of 3. (Residents #A, #C).</p> <p>Findings include:</p> <p>1. Resident # C's clinical record was reviewed on 12/7/11 at 9:50 A.M. The record indicated the resident was admitted with diagnoses which included, but were not limited to, total occlusion of the right internal carotid, obesity, rhinitis, neuropathy, and dementia.</p> <p>A Minimum Data Set (MDS) quarterly assessment dated 11/11/11 indicated the resident was cognitively intact, had occasional moderate pain, and had mouth or facial pain, discomfort or difficulty with chewing.</p> <p>Nurses' notes indicated:</p> | | | F0250 | <p>F 250 Provision of Medically Related Social Service</p> <p>It is the practice of this provider to provide medically-related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.</p> <p>What corrective actions(s) will be accomplished for those residents found to have been affected by the deficient practice?</p> <p>Resident # C had tooth extractions on 11/16/11 and is scheduled to see the oral surgeon (per their recommendation) on 1/11/2012 for follow-up. The resident is assessed for tooth pain daily and has required pain medication one time in the past week for tooth pain. The pain has been effectively relieved with prn acetaminophen. The resident will receive follow-up dental services, as needed, the attending physician is notified of a change in the resident's condition, as</p> | | 12/21/2011 |

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| | <p>8/29/11 at 12:27 P.M. "Has been seen per outside dentist and they were unable to complete due to inability to transfer to their chairs. Has been placed on facility dental list per SS (social services)..."</p> <p>8/31/11 at 8:37 A.M. "Resident has been having a tooth ache. Faxed consent to (company name) this morning to be placed on list for next visit..."</p> <p>A dental schedule for the facility dentist indicated the resident had been scheduled to see a dentist on 10/12/11 (one month and thirteen days after complaining of a tooth ache).</p> <p>Nurses' notes indicated:</p> <p>9/28/11 at 9:32 A.M. "Resident requested to see dentist. SSD (social services director) had resident sign consent form, faxed to dentist and added to list to be seen next visit."</p> <p>10/7/11 at 3:02 P.M. "...To see dentist this next week for complaints of tooth ache unable to be seen when went out to dentist.."</p> <p>10/13/11 at 4:57 P.M. "Writer spoke with oral surgeon regarding making apt (appointment) for tooth extraction. Order</p> | | | | <p>needed.</p> <p>Resident # A had a follow-up appointment with the dentist on 12/15/11 but the appointment was cancelled by the responsible party, who is coordinating future dental appointments. The resident's dental status is assessed daily and the attending physician is notified of a change in the resident's condition, as needed.</p> <p>How will you identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <p>Residents with dental problems have the potential to be affected by the alleged deficient practice.</p> <p>An audit was completed by Department Heads on 12/20/11, to ensure that current residents' dental needs are addressed timely. Results were provided to Social Service and Nurse Managers for appropriate and timely follow-up.</p> <p>Social Service will set up dental services for residents on a routine and emergent basis. The facility has added additional dental providers that will accept all payer sources.</p> <p>Care/Concern forms are available at the nursing stations for residents and/or</p> | | |

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| | <p>noted to start antibiotic for impacted tooth. States lower jaw/tooth pain."</p> <p>A "Dental Treatment Plan" dated 10/12/11 indicated "Pt (patient) was scheduled for the initial oral exam (examination), but it was an emergency exam. Pt complained of pain, PA & T (x-rays) taken, infection observable swelling, will refer to an OS (oral surgeon) to take a pano (panoramic) radiograph to determine which teeth need to be removed...Antibiotics Rx (treatment) per MD approval..."</p> <p>A physician's order dated 10/13/11 indicated "Keflex (an antibiotic) 500 mg (milligrams) PO (by mouth) i (one) cap (capsule) TID (three times a day) x (times) 7 days..re: impacted tooth."</p> <p>Nurses' notes indicated the resident complained of tooth pain and was given pain medication on 10/14/11, 10/15/11, 10/16/11, 10/17/11, 10/18/11, 10/19/11, 10/20/11, and 10/21/11. The resident was given another course of Keflex on 11/14/11.</p> <p>The resident was seen on 11/16/11 by an oral surgeon and had three teeth extracted with recommendation of having additional extractions in the future.</p> | | | | <p>responsible parties to utilize to communicate resident needs. They are reviewed by the Executive Director, or <u>designee</u> for appropriate follow-up.</p> <p>What measures will be put into place or what systemic changes you will make to ensure that the deficient practice does not recur?</p> <p>Residents and/or responsible parties were notified by letter, of ancillary providers, as well as the means to communicate resident needs to the facility utilizing Care/Concern Forms, notifying Social Service, notifying nursing, and/or the Executive Director.</p> <p>Resident change of condition, including dental and oral problems, are communicated by the charge nurse by utilizing the 24 Hour Report and notification to their respective nurse manager. The Interdisciplinary Team reviews the 24 Hour Reports during regular business days and the nurse manager on-call is notified of resident change of condition on weekends and holidays. Referrals to Social Service or dental services are completed, as needed.</p> <p>Resident oral cavity is assessed during a resident assessment completed weekly by the resident's charge nurse. Abnormal findings are reported to the attending physician,</p> | | |

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| | <p>Interview on 12/7/11 at 10:37 A.M. with Unit Manager #1 indicated residents with dental concerns other than routine examinations should be "seen right away." She indicated for referrals to outside (other than facility) dentists the Social Services Director contacted the outside dentist and made appointments.</p> <p>Interview on 12/17/11 at 11:50 A.M. with the Social Services Director indicated social services contacts the providers for appointments and can usually "get them in 1-2 days." He indicated "few providers will accept Medicaid." He indicated November 16, 2011 was the "next available appointment" and "the pain was being managed by nursing staff." He indicated there was no documentation related to dates attempts were made to obtain dental appointments. He stated "I just made a phone call." He indicated the facility had no policies or procedures related to making appointments with outside dental services.</p> <p>Interview on 12/7/11 at 11:45 A.M. with the Administrator indicated residents with urgent dental concerns should be seen "within 7 days I would think."</p> <p>2. Resident #A's clinical record was reviewed on 12/7/11 at 10:20 A.M. The record indicated the resident was admitted</p> | | | | <p>responsible party, and social service for follow-up.</p> <p>Social Service employees were re-educated on providing medically-related social services for the residents on 12/8/11, by the Executive Director.</p> <p>Nursing employees were re-educated on assessing dental needs and notification of physician, responsible party, social service and nursing supervisor, by Director of Nursing Services, or designee, by 12/20/11, with a post-test.</p> <p>The Interdisciplinary Team, including Social Service, was re-educated on the Clinical Meeting Guidelines as it relates to reviewing the 24 Hour Report for resident change of condition, by the Director of Nursing Services on 12/19/11.</p> <p>Staff were re-educated on the Care/Concern forms that may be utilized by residents and responsible parties to notify the facility of dental concerns, by Director of Nursing Services, or designee, by 12/20/11, with a post-test.</p> <p>Staff were re-educated on the provision of timely ancillary services as arranged by Social Service, on 12/20/11, by Director of Nursing Services, with a post-test.</p> | | |

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| | <p>with diagnoses which included, but were not limited to, dementia, prostate cancer, and moderate/severe periodontitis (inflammation of the gums).</p> <p>A Minimum Data Set (MDS) significant change assessment dated 9/27/11 indicated the resident was severely cognitively impaired, had a poor appetite, was on a scheduled pain medication regimen, and had no dental problems.</p> <p>A physician's order dated 10/26/11 indicated "...Oragel (sic) (an over-the-counter topical medication for tooth and gum pain) - apply to gum QS (every shift) & Q40 (every four hours) prn (as needed) x 7 days."</p> <p>Nurses' notes indicated the resident had bleeding of the gums on 10/28/11, 10/30/11, 11/6/11, 11/17/11, 11/18/11, 11/9/11, 11/20/11, and 11/21/11.</p> <p>On 11/15/11 at 2:09 P.M. "...Family and social service are working on getting resident in to see a dentist for evaluation and treatment..."</p> <p>A social service note dated 11/22/11 at 3:34 P.M. indicated "Spoke with resident daughter this afternoon. Resident has dental appointment tomorrow (sic) morning..."</p> | | | | <p>The facility has added additional dental providers that will accept all payer sources.</p> <p>Social Service is responsible for ensuring resident routine and emergent dental needs are met through review at the daily Interdisciplinary meeting with follow-up through the CQI process.</p> <p>How will the corrective action(s) be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place?</p> <p>A Dental Services CQI tool will be utilized weekly x 4, and monthly x 2 and quarterly x 2, by Social Service/Nursing Managers to monitor compliance with physician notification. The audits will be reviewed by the CQI committee and action plans will be developed, if a threshold of 90% is not achieved, to improve compliance. Noncompliance with facility policy and procedure may result in employee education and/or disciplinary action up to and including termination.</p> <p>Completion Date: 12/21/11</p> | | |

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| | <p>The resident was seen by a dentist on 11/23/11 (28 days after Oragel for the gums was ordered).</p> <p>A dental visit note dated 11/23/11 indicated "Patient (resident #A name) was seen in our office on November 23, 2011, for an oral examination and periodontal debridement. Patient was diagnosed with moderate/severe periodontitis..."</p> <p>Interview on 12/7/11 at 11:50 A.M. with the Social Services Director indicated he had been on medical leave until October 10, 2011. When he returned he was unaware the resident needed dental care and no followup regarding obtaining dental care for the resident had been done prior to his return. He indicated he had spoken with the resident's daughter and told her "we would get him into a dentist." He indicated he could usually get appointments in "1-2 days."</p> <p>Interview on 12/7/11 at 11:45 A.M. with the Administrator indicated residents with urgent dental concerns should be seen "within 7 days I would think."</p> <p>This federal tag relates to complaint IN00100359.</p> <p>3.1-34(a)</p> | | | | | | |

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| F0411 SS=D | <p>The facility must assist residents in obtaining routine and 24-hour emergency dental care.</p> <p>A facility must provide or obtain from an outside resource, in accordance with §483.75(h) of this part, routine and emergency dental services to meet the needs of each resident; may charge a Medicare resident an additional amount for routine and emergency dental services; must if necessary, assist the resident in making appointments; and by arranging for transportation to and from the dentist's office; and promptly refer residents with lost or damaged dentures to a dentist.</p> <p>Based on record review and interview, the facility failed to obtain dental services for a resident with bleeding gums for 1 of 3 residents with dental problems in a sample of 3. (Resident #A).</p> <p>Findings include:</p> <p>Resident #A's clinical record was reviewed on 12/7/11 at 10:20 A.M. The record indicated the resident was admitted with diagnoses which included, but were not limited to, dementia, prostate cancer, and moderate/severe periodontitis (inflammation of the gums).</p> <p>A Minimum Data Set (MDS) significant change assessment dated 9/27/11 indicated the resident was severely</p> | | | F0411 | <p>F 411 Routine/Emergency Dental Services in SNFs It is the practice of this provider to provide or obtain from an outside source, in accordance with 483.75(h) of this part, routine and emergency dental services to meet the needs of each resident; may charge a Medicare resident an additional amount for routine and emergency dental services; must if necessary, assist the resident in making appointments; and by arranging for transportation to and from the dentist's office; and promptly refer resident with lost or damaged dentures to a dentist. What corrective actions(s) will be accomplished for those residents found to have been affected by the deficient practice? Resident # A had a</p> | | 12/21/2011 |

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| | <p>cognitively impaired, had a poor appetite, was on a scheduled pain medication regimen, and had no dental problems.</p> <p>A physician's order dated 10/26/11 indicated "...Oragel (sic) (an over-the-counter topical medication for tooth and gum pain) - apply to gum QS (every shift) & Q40 (every four hours) prn (as needed) x 7 days."</p> <p>Nurses' notes indicated:</p> <p>10/28/11 at 10:35 P.M. "Orajel applied to gums, area on right upper gum noted swollen, small amount of bleeding noted from same area when slight pressure applied. Res is currently awaiting (sic) apt (appointment) from dental provider..."</p> <p>10/30/11 at 2:38 A.M. "...Scant bleeding occurs when given oral care q (every) shift..."</p> <p>11/6/11 at 3:07 A.M. "...small amount of bleeding of the gum..."</p> <p>11/15/11 at 2:09 P.M. "...Family and social service are working on getting resident in to see a dentist for evaluation and treatment..."</p> <p>Nurses' notes indicated the resident had bleeding from the gums on 11/17/11,</p> | | <p>follow-up appointment with the dentist on 12/15/11 but the appointment was cancelled by the responsible party, who is coordinating future dental appointments. The resident's dental status is assessed daily and the attending physician is notified of any change in the resident's condition, as needed.</p> <p>How will you identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken?</p> <p>Residents with dental problems have the potential to be affected by the alleged deficient practice. An audit was completed by Department Heads on 12/20/11, to ensure that current residents' dental needs are addressed timely. Results were provided to Social Service and Nurse Managers for appropriate and timely follow-up. Social Service will set up dental services for residents on a routine and emergent basis. The facility has added additional dental providers that will accept all payer sources.</p> <p>Care/Concern forms are available at the nursing stations for residents and/or responsible parties to utilize to communicate resident needs. They are reviewed by the Executive Director, or designee for appropriate follow-up. What measures will be put into place or what systemic changes you</p> | | |

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| | <p>11/18/11, 11/19/11, 11/20/11, and 11/21/11.</p> <p>A social service note dated 11/22/11 at 3:34 P.M. indicated "Spoke with resident daughter this afternoon. Resident has dental appointment tomorrow (sic) morning. During conversation, assured daughter resident would be assisted by two aides at appointment for transfers..."</p> <p>The resident was seen by a dentist on 11/23/11 (28 days after Orajel for the gums was ordered).</p> <p>A dental visit note dated 11/23/11 indicated "Patient (resident #A name) was seen in our office on November 23, 2011, for an oral examination and periodontal debridement. Patient was diagnosed with moderate/severe periodontitis..."</p> <p>Interview on 12/7/11 at 11:50 A.M. with the Social Services Director indicated he had been on medical leave until October 10, 2011. When he returned he was unaware the resident needed dental care and no followup regarding obtaining dental care for the resident had been done prior to his return. He indicated he had spoken with the resident's daughter and told her "we would get him into a dentist." He indicated he could usually get appointments in "1-2 days."</p> | | | | <p>will make to ensure that the deficient practice does not recur?Residents and/or responsible parties were notified of ancillary providers by letter, as well as the means to communicate resident needs to the facility utilizing Care/Concern Forms, notifying Social Service, notifying nursing, and/or the Executive Director. Resident oral cavity is assessed during a resident assessment completed weekly by the resident's charge nurse. Abnormal findings are reported to the attending physician and nurse manager for follow-up. Need for dental appointment and/or follow-up is referred to Social Services. Residents with dental concerns are placed on pertinent charting to monitor for pain, problems with chewing, etc. Resident change of condition, including dental and oral problems, are communicated by the charge nurse by utilizing the 24 Hour Report and notification to their respective nurse manager. The Interdisciplinary Team reviews the 24 Hour Reports during regular business days and the nurse manager on-call is notified of resident change of condition on weekends and holidays. Referrals to Social Service for dental services are completed, as needed. Social Service employees were re-educated on providing medically-related social services for the residents on</p> | | |

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| | <p>Interview on 12/7/11 at 11:45 A.M. with the Administrator indicated residents with urgent dental concerns should be seen "within 7 days I would think."</p> <p>Review on 12/7/11 at 12:00 P.M. of a facility policy and procedure dated 1/06, provided by the Director of Nursing, identified as current, and titled "Dental Services" indicated "...The facility maintains an outside resource to provide dental services to meet the needs of each resident..."</p> <p>This federal tag relates to complaint IN00100359.</p> <p>3.1-24(a)(2) 3.1-24(b)</p> | | | | <p>12/8/11, by the Executive Director. Nursing employees were re-educated on assessing dental needs, and notification of physician, responsible party, social service and nursing supervisor, by Director of Nursing Services, or designee, by 12/20/11, with a post-test. Licensed nurses were re-educated on assessment of pain for interviewable and non-interviewable resident by the Director of Nursing Services, or designee, by 12/20/11, with a post-test. The Interdisciplinary Team was re-educated on the Clinical Meeting Guidelines as it relates to reviewing the 24 Hour Report for resident change of condition, by the Director of Nursing Services on 12/19/11. Staff were re-educated on the Care/Concern forms that may be utilized by residents and responsible parties to notify the facility of dental concerns, by Social Service or designee, by 12/20/11, with a post-test. Staff were re-educated on the provision of timely ancillary services as arranged by Social Service, on 12/20/11, by Director of Nursing Services, with a post test. Social Service are responsible for ensuring resident routine and emergent dental needs are met through review at the daily Interdisciplinary meeting with follow-up through the CQI process. How will the corrective action(s) be</p> | | |

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| F0412 SS=G | <p>The nursing facility must provide or obtain from an outside resource, in accordance with §483.75(h) of this part, routine (to the extent covered under the State plan); and emergency dental services to meet the needs of each resident; must, if necessary, assist the resident in making appointments; and by arranging for transportation to and from the dentist's office; and must promptly refer residents with lost or damaged dentures to a dentist.</p> <p>Based on observation, interview, and record review, the facility failed to provide dental services to meet a resident's needs related to impacted teeth resulting in pain and infection for 1 of 3 residents with dental problems in a sample of 3. (Resident #C).</p> | F0412 | <p>monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place? A Dental Services CQI tool will be utilized weekly x 4, and monthly x 2 and quarterly x 2, by Social Service/Nursing Managers to monitor compliance with physician notification. The audits will be reviewed by the CQI committee and action plans will be developed, if a threshold of 90% is not achieved, to improve compliance. Noncompliance with facility policy and procedure may result in employee education and/or disciplinary action up to and including termination. Completion Date: 12/21/11</p> <p>F 412 Routine/Emergency Dental Services in NFS This provider must provide or obtain from an outside resource, in accordance with 483.75(h) of</p> | 12/21/2011 | |

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| | <p>Findings include:</p> <p>On 12/7/11 at 10:35 A.M., with Unit Manager (UM) #1, Resident # C was observed lying in bed. The inside of the resident's mouth was observed. There were teeth extractions with sutures on the left lower side of the mouth. The resident indicated the area was "sore."</p> <p>Resident # C's clinical record was reviewed on 12/7/11 at 9:50 A.M. The record indicated the resident was admitted with diagnoses which included, but were not limited to, total occlusion of the right internal carotid, obesity, rhinitis, neuropathy, and dementia.</p> <p>A Minimum Data Set (MDS) quarterly assessment dated 11/11/11 indicated the resident was cognitively intact, had occasional moderate pain, and had mouth or facial pain, discomfort or difficulty with chewing.</p> <p>Nurses' notes indicated:</p> <p>8/29/11 at 12:27 P.M. "Has been seen per outside dentist and they were unable to complete due to inability to transfer to their chairs. Has been placed on facility dental list per SS (social services)..."</p> <p>8/31/11 at 8:37 A.M. "Resident has been</p> | | | | <p>this part, routine (to the extent covered under the State plan); and emergency dental services to meet the needs of each resident; must, if necessary, assist the resident in making appointments; and by arranging for transportation to and from the dentist's office; and must promptly refer residents with lost or damaged dentures to a dentist.</p> <p>What corrective actions(s) will be accomplished for those residents found to have been affected by the deficient practice? Resident # C had tooth extractions on 11/16/11 and is scheduled to see the oral surgeon (per their recommendation) on 1/11/2012 for follow-up. The resident is assessed for tooth pain daily and has required pain medication one time in the past week for tooth pain. The pain has been effectively relieved with prn acetaminophen. The resident will receive follow-up dental services, as needed, the attending physician is notified of a change in the resident's condition, as needed. How will you identify other residents having the potential to be affected by the same deficient practice and what corrective action will be taken? Residents with tooth pain have the potential to be affected by the alleged deficient practice. An audit was completed by Department Heads</p> | | |

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| | <p>having a tooth ache. Faxed consent to (company name) this morning to be placed on list for next visit..."</p> <p>A dental schedule for the facility dentist indicated the resident had been scheduled to see a dentist on 10/12/11 (one month and thirteen days after complaining of a tooth ache).</p> <p>Nurses' notes indicated:</p> <p>9/28/11 at 9:32 A.M. "Resident requested to see dentist. SSD (social services director) had resident sign consent form, faxed to dentist and added to list to be seen next visit."</p> <p>10/7/11 at 3:02 P.M. "...To see dentist this next week for complaints of tooth ache unable to be seen when went out to dentist.."</p> <p>10/13/11 at 4:57 P.M. "Writer spoke with oral surgeon regarding making apt (appointment) for tooth extraction. Order noted to start antibiotic for impacted tooth. States lower jaw/tooth pain."</p> <p>A "Dental Treatment Plan" dated 10/12/11 indicated "Pt (patient) was scheduled for the initial oral exam (examination), but it was an emergency exam. Pt complained of pain, PA & T</p> | | | | <p>on 12/20/11, to ensure that current residents' dental needs are addressed timely. Results were provided to Social Service and Nurse Managers for appropriate and timely follow-up. Social Service will set up dental services for residents on a routine and emergent basis. The facility has added additional dental providers that will accept all payer sources. Care/Concern forms are available at the nursing stations for residents and/or responsible parties to utilize to communicate resident needs. They are reviewed by the Executive Director, or designee for appropriate follow-up. What measures will be put into place or what systemic changes you will make to ensure that the deficient practice does not recur? Residents and/or responsible parties were notified of ancillary providers by letter, as well as the means to communicate resident needs to the facility utilizing Care/Concern Forms, notifying Social Service, notifying nursing, and/or the Executive Director. Resident oral cavity is assessed during a resident assessment completed weekly by the resident's charge nurse. Abnormal findings are reported to the attending physician and nurse manager for follow-up. Residents with dental concerns are placed on pertinent charting to monitor for pain, problems with chewing, etc.</p> | | |

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| | <p>(x-rays) taken, infection observable swelling, will refer to an OS (oral surgeon) to take a pano (panoramic) radiograph to determine which teeth need to be removed...Antibiotics Rx (treatment) per MD approval..."</p> <p>A physician's order dated 10/13/11 indicated "Keflex (an antibiotic) 500 mg (milligrams) PO (by mouth) i (one) cap (capsule) TID (three times a day) x (times) 7 days..re: impacted tooth."</p> <p>Nurses' notes indicated:</p> <p>10/14/11 at 3:13 A.M. "Resident c/o (complained of) tooth pain. Administered two pain pill (sic) as ordered prn (as needed)..."</p> <p>10/15/11 at 3:26 A.M. "Resident continuously c/o of toothache impaction..."</p> <p>The resident complained of tooth pain and was given pain medication on 10/16/11, 10/17/11, 10/18/11, and 10/19/11.</p> <p>10/20/11 at 2:42 P.M. "...Dentist to review history and med. (medication) sheets then apt (appointment) will be set. Tylenol gr (grains) x (ten) x 1 given for complaints of tooth pain..."</p> | | | | <p>Resident change of condition, including dental and oral problems, are communicated by the charge nurse by utilizing the 24 Hour Report and notification to their respective nurse manager. The Interdisciplinary Team reviews the 24 Hour Reports during regular business days and the nurse manager on-call is notified of resident change of condition on weekends and holidays. Referrals to Social Service for dental services are completed, as needed. Social Service employees were re-educated on providing medically-related social services for the residents on 12/8/11, by the Executive Director. Nursing employees were re-educated on assessing dental needs and notification of physician, responsible party, social service and nursing supervisor, by Director of Nursing Services, or designee, by 12/20/11. The Interdisciplinary Team was re-educated on the Clinical Meeting Guidelines as it relates to reviewing the 24 Hour Report for resident change of condition, by the Director of Nursing Services on 12/19/11. Staff were re-educated on the Care/Concern forms that may be utilized by residents and responsible parties to notify the facility of dental concerns, by Social Service or designee, by 12/20/11. Social Service is responsible for ensuring resident routine and</p> | | |

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| | <p>10/21/11 at 12:03 A.M. "...Resident did c/o severe tooth pain which was relieved with pain medication..."</p> <p>11/7/11 at 3:40 P.M. "Dentist called per writer to check on apt (appointment) and writer informed that Md (physician) has not evaluated Res (resident) history in order to get earlier apt...Apt for res. requested 2nd opinion (sic) this Friday."</p> <p>11/14/11 at 5:04 P.M. "Dentist office called to confirm with apt. this Wed. (Wednesday) and order noted to start antibiotic for impacted tooth Keflex 500 mg, 1 cap tid x 7 days..."</p> <p>The resident was seen on 11/16/11 by an oral surgeon and had three teeth extracted with recommendation of having additional extractions in the future.</p> <p>Interview on 12/7/11 at 10:37 A.M. with Unit Manager #1 indicated residents with dental concerns other than routine examinations should be "seen right away." She indicated for referrals to outside (other than facility) dentists the Social Services Director contacted the outside dentist and made appointments. She indicated staff should accompany residents to appointments to assist with transfers in the dental office.</p> | | | | <p>emergent dental needs are met through review at the daily Interdisciplinary meeting with follow-up through the CQI process. How will the corrective action(s) be monitored to ensure the deficient practice will not recur, i.e., what quality assurance program will be put into place?</p> <p>A Dental Services CQI tool will be utilized weekly x 4, and monthly x 2 and quarterly x 2, by Social Service/Nursing Managers to monitor compliance with physician notification. The audits will be reviewed by the CQI committee and action plans will be developed, if a threshold of 90% is not achieve, to improve compliance. Noncompliance with facility policy and procedure may result in employee education and/or disciplinary action up to and including termination.</p> <p>Completion Date: 12/21/11</p> | | |

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| | <p>Interview on 12/17/11 at 11:50 A.M. with the Social Services Director indicated social services contacted the providers for appointments and could usually "get them in 1-2 days." He indicated "few providers will accept Medicaid." He indicated November 16, 2011 was the "next available appointment" and "the pain was being managed by nursing staff." He indicated there was no documentation related to dates attempts were made to obtain dental appointments. He stated "I just made a phone call."</p> <p>Interview on 12/7/11 at 11:45 A.M. with the Administrator indicated residents with urgent dental concerns should be seen "within 7 days I would think."</p> <p>Review on 12/7/11 at 12:00 P.M. of a facility policy and procedure dated 1/06, provided by the Director of Nursing, identified as current, and titled "Dental Services" indicated "...The facility maintains an outside resource to provide dental services to meet the needs of each resident..."</p> <p>This federal tag relates to complaint IN00100359.</p> <p>3.1-24(a)(2) 3.1-24(b)</p> | | | | | | |

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